

Message Text

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PAGE 01 BOGOTA 09399 221808Z

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ACTION ARA-10

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FM AMEMBASSY BOGOTA

TO USDOC WASHDC

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AMCONSUL CALI

AMCONSUL MEDELLIN

UNCLAS BOGOTA 9399

E.O. 11652: NA

TAGS: BEXP CO

SUBJECT: COMMERCIAL PROGRAM: TRADE COMPLAINT: GOOD KAR-MAR

IMPORTERS NEW YORK VS ARTESANIAS DE COLOMBIA SA BOGOTA COLOMBIA

USDOC DIBA'S OM JULY 23 1974.

EMBASSY HAS FULLY INVESTIGATED TRADE COMPLAINT AGAINST
ARTESANIAS DE COLOMBIA AND HAS CONCLUDED THE FOLLOWING:

1. AS A PARASTATAL ENTITY WITH ALL ITS ATTENDANT PROBLEMS,
INCLUDING HIGH TURN OVER OF EMPLOYEES AND COMPLICATED
BUREAUCRATIC REQUIREMENTS, ARTESANIAS DE COLOMBIA TDS
DEMONSTRATED NEGLECT IN THE SOLUTION OF THIS CASE IN
PARTICULAR AND IN SEVERAL OTHER TRADE COMPLAINTS IN THE
PAST.

2. ARTESANIAS DE COLOMBIA INDICATED THAT REIMBURSEMENT
OF THE \$564.98 COULD ONLY BE MADE IN COLOMBIAN PESOS DUE
TO FOREIGN EXCHANGE RESTRICTIONS.
MEMBERS OF COMMERCIAL STAFF CONTACTED AN OFFICIALS FROM
THE FOREIGN EXCHANGE OFFICE OF THE STATE BANK (BANK OF
THE REPUBLIC) WHO CONFIRMED THAT NO REQUEST FOR THE
DOLLAR REFUND HAD BEEN SUBMITTED BY ARTESANIAS DE COLOMBIA
WHICH HAS TAKEN PRELIMINARY STEPS IN THIS CASE
ONLY DURING THE LAST WEEK.

3. ARTESANIAS DE COLOMBIA SENT A CABLE TO GOOD KAR-MA

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PAGE 02 BOGOTA 09399 221808Z

IMPORTERS ON SEPT 27 INFORMING THEM "PROCEEDING

WITH LEGAL STEPS TO RETURN YOUR \$564.98. PROCESS LONG
AND COMPLICATED DUE TO CURRENCY RESTRICTIONS"
4. DUE TO SEVERAL COMPLAINTS ABOUT ADVANCE PAYMENTS,
REFUND DELAYS, AND NON SHIPMENT OF GOODS ON TIME
AGAINST ARTESANIAS DE COLOMBIA, EMBASSY RECOMMENDS CAUTION IN
DEALING WITH THE MENTIONED ENTITY. US IMPORTERS SHOULD
BE ADVISED ACCORDINGLY.
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Disposition Event:
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